



Transit Riders Advisory Committee
Meeting Minutes
November 18, 2009, 6:00pm
3400 Victoria Boulevard, Hampton VA 23661

In attendance:

Paul Adamo, HRT Planning
Judith Brown, Member, Norfolk
Gary Dubour Member, Norfolk
Roberto Gomez, HRT Customer Service
Carlos Gonzales, Guest Speaker, Transportation Planning Organization
Russell Manning, Member, Student Advocate
Tamara Poulson, HRT, Staff Liaison
Henry Ryto, Chair, Virginia Beach
Lee Westergard, Vice Chair, Peninsula Commuter Service

Call to Order

Henry Ryto called the meeting to order at 6:05pm.

Introductions

Committee, Staff and guests introduced themselves.

Chair Remarks

Henry Ryto gave his chair remarks. Henry noted based on CAF report complaints are out of control and were significantly higher than last year.

Guest Speaker

Carlos Gonzales, Public Involvement, Hampton Roads Transportation Planning Organization was the guest speaker. He briefed the committee about the TPO and their public participation plan. He provided an outline of his presentation to the committee.

TRAC Procedural Changes

Tamara Poulson briefed the committee on the new procedural changes implemented by HRT. Changes included MAP/Schedule Review, Board Change Review and CAF Reporting and Service Reports. The changes were as follows.

- The Customer Advocate will implement a coding system to track TRAC CAFs.
- The Customer Advocate will track and follow up on all CAF related issues.
- The Customer Advocate will provide a report of all TRAC submitted CAFs for inclusion in the TRAC bimonthly meeting packets.
- TRAC will have the opportunity to review board change recommendations prior to final decision.
- TRAC will have the opportunity to review schedule/map revisions prior to final decision.
- The TRAC staff liaison will attend board change recommendation meetings.

- The TRAC staff liaison will distribute the service report to necessary HRT personnel, track and follow-up on service related issues.
- The TRAC staff liaison will act as the recording secretary until the TRAC committee appoints one.
- Marketing will ensure the TRAC liaison has the opportunity to send schedule/map revisions to the TRAC committee for review.
- Planning and Scheduling will ensure the TRAC liaison has the opportunity to send board change recommendations to the TRAC committee for review.

Recording Secretary

Lee Westergard nominated fellow committee member Judith Brown for the recording secretary position. Judith declined citing conflicting obligations to another committee. Tamara Poulson encouraged the committee to continue to recruit and reminded the committee the secretary position is a committee responsibility.

Insider Card Text Review

The committee reviewed proposed text for the insider card. Final text was approved. Tamara informed the committee she would send the text to HRT marketing for design.

Other Business

- Gary Dubour likes the new schedule layout.
- Judith Brown thanked HRT for the Tide Alignment Tour and for making the effort to revise internal procedural changes.
- Henry Ryto noted for Tamara Poulson to add the approval of the minutes to the next agenda.

Adjournment

Meeting adjourned at 7:41 p.m.